



...embrace digital and accelerate your transformation journey for improved business outcomes with Descasio. Everything is "Digital".





### Basic 1-50 Users

Basic package provides security, communication and collaboration solutions for businesses with 50 staff or less. Descasio will support the automation of up to 5 processes. The customer will be entitled to the Standard Support package, 'train the trainer' sessions and a free security assessment.

### Plus 50-100 Users

Plus is designed to service businesses with 50 to 100 staff. A business continuity solution to support the company will also be provided. Descasio will support the automation of up to 10 processes. There will be access to a Premium Support package with a designated experienced customer success manager. The customer will be entitled to a free security and digital assessment.

### Pro 100-300 Users

Pro package provides digital solutions targeting businesses with 100 to 300 staff. Descasio will support the automation of up to 20 processes and provide high-end security, communication, collaboration and business continuity solutions. The customer will be entitled to a free security and digital assessment.

### Premium 300-500 Users

Premium is an all-encompassing package of digital solutions that are required by businesses with 300 to 500 staff and over. Descasio will support the automation of up to 50 processes. Training and product adoption services will be provided. A 1.5-hour consultation will be offered to the customer on a monthly basis along side an Elite Support Package. The customer will be entitled to a free security and digital assessment.



# SME Product Bundles



**Basic** 1-50 Users

PRICE

**\$10,115** Cost Savings \$1,660

- Microsoft® 365 subscription
- Business Continuity solution (\$100/month)
- Endpoint Security solutions
- Basic Intranet Setup
- Automation of up to 5 processes
- Train the Trainer training
- Level 1 support package (Standard)
- Free one-off security posture consultancy/assessment



**Plus** 50-100 Users

PRICE  
**\$13,752** Cost Savings \$3,046

- Microsoft® 365 subscription
- Business Continuity solution (\$300/month)
- Endpoint Security + Email security Gateway solutions
- Intermediate Intranet Setup and
- Automation of a maximum of 20 processes
- Train the Trainer training
- Level 2 support package (Premium)
- Free one-off security posture consultancy/assessment
- Free one-off digital transformation assessment

**Pro** 100-300 Users

P R I C E

## Request Quote

- Microsoft® 365 / subscription
- Business Continuity solution (\$500/month)
- Advanced security solutions
- Intermediate Intranet Setup and automation
- Automation of up to 30 processes
- Train the Trainer training
- Level 3 support package (Elite)
- Free one-off security posture consultancy/assessment
- Free one-off digital transformation assessment
- 2 hours consultation services monthly

Pre

**Premium** 300-500 Users

PRICE

## Request Quote

- Microsoft® 365 / subscription
- Business Continuity solution (\$500/month)
- Advanced security solutions
- Intermediate Intranet Setup and automation
- Automation of up to 30 processes
- Train the Trainer training
- Level 3 support package (Elite)
- Free one-off security posture consultancy/assessment
- Free one-off digital transformation assessment
- 2 hours consultation services monthly

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## SME Product Bundles

	<b>basic</b> <b>\$10,115</b> ★★ 1-50 Users	<b>Plus</b> <b>\$13,752</b> ★★★ 50-100 Users	<b>Pro</b> <b>Request Quote</b> ★★★★ 100-300 Users	<b>Premium</b> <b>Request Quote</b> ★★★★★ 300-500 Users
▪ Microsoft® 365 subscription	✓	✓	✓	✓
▪ Business Continuity solution	(\$100/month)	(\$300/month)	(\$500/month)	(\$1,000/month)
▪ Endpoint security	Basic	Basic	Advanced	Advanced
▪ Intranet Setup	Basic	Intermediate	Intermediate	Intermediate
▪ Automation	5 processes	20 processes	30 processes	50 processes
▪ Train the Trainer training	✓	✓	✓	✓
▪ Support package	Level 1 (Standard)	Level 2 (Premium)	Level 3 (Elite)	Level 3 (Elite)
▪ Change management services	✗	✗	✗	✓
▪ Product Adoption support	✗	✗	✗	✓
▪ Free one-off security posture consultancy/assessment	✓	✓	✓	✓
▪ Free one-off digital transformation assessment	✗	✓	✓	✓
▪ 2 hours one-off consultation services monthly	✗	✗	✓	✓
▪ Cost Savings	\$1,660	\$3,046	Custom Savings	Custom Savings



# Support Packages

## Remote/Virtual Support

### Standard Support

Standard Support has the basic requirements for a business that has minimal support needs.

- ✓ Standard phone, email and live chat medium of contact
- ✓ Reachable within business hours (8am – 5pm, Mon to Fri)
- ✓ 4 hours response time
- ✓ 24 x 7 System Monitoring (Azure)



## Remote Support + Prioritized Case Handling + Designated Service Management

### Premium Support

Premium Support includes everything available in the Standard support package plus higher priority and a primary point of contact for managing escalations and running support operations reviews.

- ✔ Standard phone, email and live chat medium of contact
- ✔ Reachable within business hours (8am - 5pm, Mon to Fri)
- ✔ 2 hours response time
- ✔ Dedicated remote customer success manager to gain an understanding of your business
- ✔ needs and provide both proactive and reactive support.
- ✔ Personalized onboarding
- ✔ 24 x 7 System Monitoring (Azure)
- ✔ High Load Performance (Azure)
- ✔ Disaster Recovery & Failover (Azure)





## Onsite Support + Weekend Case Response

### Elite Support

Elite Support includes everything available in Premium support plus extras:

- ✓ Remote and onsite support
- ✓ 24x7 via phone and email
- ✓ 1 hour response time.
- ✓ Dedicated customer success manager
- ✓ 99.9% Uptime SLA (Azure)
- ✓ High Load Performance (Azure)
- ✓ 24 x 7 System Monitoring (Azure)
- ✓ Disaster Recovery & Failover (Azure)
- ✓ Personalized onboarding





Thank You

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